**PPG - Patient Participation Group Meeting**

Friday 12th August 2016 - 1.00pm

**Parties Present**

Facilitator: René Mehta (RM) – Practice Manager, Shanta Khassal (SK – Receptionist)

**Patient Members**

(MB), Richard Lee (RL), Diesel Roberts (DR), Joanne Darwish (JD)

**Apologies**

Bernard Bain, Michael Brady, Fiona McMahon, Nicola Salmon, Kevin Kerwick, Sharon Castello, Dr Christine Furness

**2 Actions and Matters Arising from last meeting**

11092015-1 – The EPCS is now a year old and whilst this practice has not needed to fully utilise the service, it has recently begun to offer an expanded nursing provision during the week which may prove more useful to the surgery. RM will chase up the stats which were shared at the locality PPG meeting and share them with the PPG – **Action Still Open**

19022016-1 – RL kindly put RM in contact with Ms Pooja Agrawal concerning redevelopment of the library on the corner of East Street. RM emailed her on 2nd March 2016 to express the surgery’s interest in any redevelopment of the site. She confirmed that we would be contacted in due course when the Council’s position become clearer. Ms Agrawal was commissioned by the council to produce a report on the East Street area (not just the library). RM will seek to get a copy of that report - **ACTION**

19022016-2 – RM contacted Southwark Wellbeing and the surgery is now set up as a Wellbeing Hub with fortnightly clinics on Tuesdays. Information is available in the waiting area. JD has kindly offered her services to promote the Wellbeing service at the Peckham Citizens Advice Bureau where she volunteers - **ACTION**

**3 Premises**

RM and the Partners met with Rebecca Scott (Programme Director) for the CCG on 15th July to discuss premises matters. Rebecca has noted that we are very short of space given the list size of the practice. NHS England commissioned a survey of practices in South East London and the results are with the Londonwide LMCs (Local Medical Committees) for review before being published. The CCG is planning to develop a new hub in the Elephant & Castle area which will accommodate a large surgery plus some hospital services.

RL noted that there are other funding streams available via the Council such as Section 106 or Community Infrastructure Levy – it would be worth seeing if these funds could be used to support development of local practices rather than a major new development – **ACTION**

RL further noted that the Council is conducting two consultation exercises at the moment concerning the Old Kent Road Action Plan and Section 106 funding for Old Kent Road. The consultation closes on 4th November and the practice should consider sending in its comments - **ACTION**

The practice may be applying for an Improvement Grant in 2017-18 – most likely for vinyl flooring for the doctors consultation rooms. Practices must submit applications for funding by the end of September to NHS England. The funding is a 66% grant, meaning the practice must pay the remaining 34%. All applications must have the support of the CCG. The Department of Health will then review these applications and write back to practices requesting any further information or accepting/rejecting the application. Monies will be made available for works to be carried out between April 2017 and March 2018.

**4** **Patient Engagement / NAPP / FFT (Friends & Family Test)**

RM noted; FFT responses in July – 91 received via iPlato text (none handwritten); 49 extremely likely to recommend, 23 likely, 7 neither, 9 unlikely, 3 extremely unlikely. The negative feedback tends to be about the difficulty in getting through on the phones. The practice is investigating how this can be improved with our telephony supplier.

JD noted that she had been to open surgery recently and had not received an FFT text – **ACTION**. RM noted that patients can provide FFT feedback via handwritten forms at reception and also via the practice website.

RM will share the latest NAPP bulletin with the minutes of this meeting – **ACTION**

It was agreed that a better poster advertising the dates for the next 3 PPG meetings might prove more successful – **ACTION**

JD kindly offered to liaise with the practice to aid in increasing interest in the PPG amongst patients – perhaps attending during an open surgery to raise awareness of the group - **ACTION**

JD noted the difficulty she has had in booking appointments. RM recommended the online access functionality - **ACTION**

**5 NDPP – National Diabetes Prevention Programme**

RM noted that the practice is piloting the new National Diabetes Prevention Programme in Southwark. Patients who might be at risk of developing Type 2 Diabetes will receive a text message and reminder letters to contact a central hub to book an appointment for a review. The pilot is still in its infancy so RM will try to feedback further on the success or otherwise of this at the next meeting.

**6 Any Other Business**

Nil

**Date of Next Meeting**

**Friday 11th November 2016 – 1pm**

**Actions**

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| Ref | Action | Lead | Date due | Comments | Status |
| 11092015-1 | EPCS data from QHS | RM | 30/09/16 | RM will email QHS | Open |
| 12082016-1 | Obtain a copy of Pooja Agrawal’s report to the Council on East Street area | RM | 30/09/16 |  | Open |
| 12082016-2 | Share JDs contact details with Christina Paschalinou | RM | 31/08/16 | Christina runs the wellbeing hub at the practice | Open |
| 12082016-3 | Seek clarity from Council on what funds might be available to support practice development | RM | 30/09/16 | Section 106 or CIL | Open |
| 12082016-4 | Feedback to the Council on the 2 local consultation exercises | RM | 04/11/16 |  | Open |
| 12082016-5 | Check why JD didn’t get an FFT text after open surgery | RM | 30/09/16 |  | Open |
| 12082016-6 | Share the latest NAPP bulletin with the PPG | RM | 12/08/16 | Sent with minutes from this meeting | Closed |
| 12082016-7 | New PPG Poster | SC | 30/09/16 | Include meeting dates | Open |
| 12082016-8 | JD to assist with PPG awareness | RM | 30/09/16 |  | Open |
| 12082016-9 | Give JD Online Access form | RM | 12/08/16 | Done after meeting | Closed |